

St John and St Annes Housing Charity

Governing Body Statement on Complaints 1st April 2025 – 31st March 2026

From 1st April 2024 the Housing Ombudsman's Complaints Handling Code requires that each landlord's governing body must review and approve both their Annual Complaints Performance and Service Improvement Report and their Annual Self-Assessment against the Code. Our Board has reviewed both and has made the following statement:

The Board of St John and St Annes Housing Charity are committed to providing the best service possible for our residents. We believe that compliments, complaints, and feedback about our services allow us to continually improve what we do and how we do it. We launched a new website, to ensure that our residents had clear, accessible information on how they can raise any issues with us as well as information given to them individually, through our newsletter, their residents handbook, displayed on their noticeboards and discussed at meetings with them.

Whilst conducting a self-assessment against the Housing Ombudsman's Complaint Handling Code, we have engaged with and encourage residents to review our services. We comply with the Code and are confident that our self-assessment is a true reflection of our complaint handling. We recognise that there are always areas where we can improve and strengthen our services as we look to continually improve. We have had no formal complaints in the last year, and if we have any formal complaints in the future, we will detail these in an Annual Complaint Performance & Service Improvement Report and share this on our website and with our residents through newsletters, noticeboards, on our website and at resident forums.